

Job Title: Accommodation Manager (Queen Ann House)

Line Manager: Head of Accommodation

Responsible for: With the Head of Accommodation oversee the running of the Queen Ann House site, including all contracts relating to the delivery of the Accommodation service. Ensuring that the staff team deliver the highest standards of care and professional expertise.

Job Purpose

To lead, nurture and develop the staff team to deliver a high quality, person-centred housing support service to young people.

To ensure that the organisations policies and procedures are implemented correctly within the service.

To build relevant internal and external partnerships to develop a creative and forward-thinking services to meet the needs of young people in our care.

To work collaboratively with the Managers to develop and realise a long-term vision and future of the service.

Main Tasks

- To deliver a high-quality person-centred support programme to enable and empower clients to develop the skills necessary for independent living within legislative, regulatory requirements and best practice.
- Ensure all Housing Related Support contracts are managed in accordance with their contractual requirements.
- To assist in the development of bids and tenders as required
- To provide regular communication with the Local Authority and build positive working relationships with Social Care teams and relevant professionals.
- To work collaboratively with Accommodation Safeguarding Officer and Quality Assurance Manager
- To support your Line Manager in preparing and managing service budgets
- Responsible for ensuring accurate records of Support Hours and Placement Costings. To ensure partners, such as Social Care, are invoiced in a timely fashion and payment is made.
- To instil appropriate standards of behaviour and respect for and between staff teams.
- Work closely with other Managers to develop a consistent and joined up approach to service delivery.
- To ensure that occupancy of the YMCA's room spaces is optimised & meet budgetary targets
- Ensure an accurate and equal assessment of allocation of property to young people presenting for accommodation, either through direct access or via referral. To be carried out in line with the Association's Allocation Policy
- To ensure that the rent collection processes maximise income to the YMCA and that the Rent Arrears policy and procedure is implemented effectively.
- To manage all aspects of housing management including licence agreements and eviction processes

Resident Consultation and Participation

- To identify and develop opportunities for residents to be involved in the strategy and development of the Association.
- Establish an acceptable means of communications and consultation with residents. Ensure appropriate information is shared in an acceptable medium.
- To deal with resident complaints and disputes promptly and equitably.
- To work in collaboration with the Quality Assurance Manager to imbed Co-Production, internal peer reviews and the delivery of PIE and TIC.

Buildings and Facilities

- To monitor and ensure the quality of accommodation and to liaise with Facilities manager to maintain suitable standards.
- To work in conjunction with the Maintenance Team to ensure a high standard of maintenance and cleaning is provided.
- To identify new opportunities for property development in line with contractual obligations.
- To remain up to date with any relevant housing related regulations and legislation.

Staff Support

- To work alongside the other Managers to manage the accommodation providing management and leadership support across the provisions.
- Provide clear professional expectations and implement as required
- Undertake recruitment and ensure new staff receive a thorough induction.
- Together with the Area Accommodation Manager identify, devise, and implement a relevant staff training programme.
- To ensure all staff within the team receive regular one to one's, performance reviews and professional support.
- To lead regular staff / team meetings.
- To carry out HR related policies as required including probationary reviews, performance management and disciplinary investigations.
- To be aware of all employees' terms and conditions, and mindful of their holiday and other entitlements. To manage these not to negatively impact on the effectiveness of the Project or the Association.
- Monitor staff absence and support Deputy Managers to ensure provision is always fully staffed
- Be part of a weekend Duty On-call rota providing leadership and management support.

General

- To ensure Fire Safety and Health & Safety procedures are followed by staff and residents at each site. Evidence compliance with these procedures and taking prompt action to rectify any identified issues.
- To participate in a regular work review with the Accommodation Managers.
- A commitment to Safeguarding and promoting the welfare of children, young people and adults at risk
- To understand and enact the Associations administrative practices, health and safety and personnel policies, standards and performance criteria.

- Ensure the Project meets its aims and objectives as outlined in the Associations Mission Statement and Business Plan.
- From time to time, to carry out any other tasks that may be reasonably requested by your Line Manager.

PERSON SPECIFICATION

Skills/Qualifications/Experience	Essential	Desirable
Previous experience of line managing complex teams.	✓	
Minimum of 2 years' experience in or aptitude for one of the following areas: Hostel Work, Residential Work, Housing Management, Working within the caring profession.	✓	
A good understanding of 'partnership' working with external agencies.	✓	
Effective communicator with excellent interpersonal skills, including influencing and negotiating with key stakeholders including residents and the ability to work collaboratively and inclusively	✓	
Ability to lead, motivate and inspire a team and build proactive relationships and be able with colleagues from differing disciplines.	✓	
Willing and interested in obtaining formal qualification in line with the development of the role	✓	
Planning and implementing resident life skills programmes	✓	
Ability to drive new initiatives and bring creative thinking and approaches to the work	✓	
Ability to write reports, keep case notes, client records and the ability to make and maintain excellent liaison with other agencies.	✓	
Ability to work flexibly and under pressure.	✓	
Able to identify training needs and opportunities for personal development	✓	
Able to work on own initiative and as part of a team.	✓	
An understanding of the importance of confidentiality and be capable of working with these constraints.	✓	
Capability in evaluating situations and implementing appropriate action in difficult circumstances within the routine working shift.	✓	

Experience in negotiation and persuasion techniques.		✓
Sympathy with the Christian Aims and Purposes of the YMCA	✓	
High levels of honesty, integrity and discretion	✓	